



California Courts Protective Order Registry (CCPOR)

PHASE I

AUGUST 2010

Training Plan



ADMINISTRATIVE OFFICE
OF THE COURTS

CALIFORNIA COURTS
PROTECTIVE ORDER REGISTRY

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Introduction – About the Training Plan

This document defines the Training Plan for the California Courts Protective Order Registry (CCPOR) project. The Administrative Office of the Courts will be providing training in support of project deployment. The training is designed to provide the court, law enforcement agency (LEA) and sheriff's office Subject Matter Experts (SMEs) with an understanding of the operation of the various system components of the CCPOR application. A structured classroom training approach will be taken and each class includes exercises to ensure that participants have a good understanding of the application by the end of the training.

The CCPOR program uses a train-the-trainer approach for individuals who will be responsible for downstream training at their local court or sheriff's office location. The program will provide courts and sheriff's SMEs with the knowledge and tools to educate staff on the CCPOR application.

Revision History

Change #	Date	Description of Changes
1.0	June 2010	First release to non-pilot courts
1.1	June 2010	Re-worked module and user role descriptions
1.2	August 2010	Module description changes

CCPOR Team/Contact Information

The CCPOR team leads include the following:

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Terms and Acronyms

The following table lists acronyms and abbreviations used throughout this document:

Acronym	Name
AOC	Administrative Office of the Courts
CARPOS	California Restraining and Protective Order System (formerly DVROS)
CCTC	California Courts Technology Center
CLETS	California Law Enforcement Telecommunications System
DOJ	Department of Justice
LEA	Law Enforcement Agency
R&PO	Restraining & Protective Order
SME	Subject Matter Expert
SO	Sheriff's Office

Training Scope

Goals and Objectives

The objective of the training is to:

- Provide CCPOR applications training to ensure that SMEs are educated on the application functionality;
- Provide train-the-trainer workshops (optional) to ensure that SMEs gain basic skills on how to train and present a course.

Strategy

The strategy is to provide training and education to court and sheriff SMEs on:

- Full functionality of the CCPOR application use cases, processing principles, and service options;
- Train-the-Trainer workshop (optional) for presentation skills.

Full functionality of the CCPOR application includes the following components:

Components of the CCPOR Application

Use Case Name	Description
Add Quick Attach	Add Quick Attach use case allows a user to add a scanned image into CCPOR database. This image can then be searched later for converting to an order.
Search Quick Attach	Search Quick Attach use case is used to search for image within CCPOR that has been entered using the Add Quick Attach function to convert into an order.
Add Order	Add Order use case is used to add a new restraining and protective order (R&PO) to CCPOR and (optional) submit to DOJ CARPOS.
Draft Order	The Draft Order use case is used to save a partially entered R&PO in CCPOR in DRAFT status. CCPOR users may retrieve the orders in DRAFT status, enter the rest of the order information and submit to CCPOR to add the order in ACTIVE status and (optional) submit to DOJ CARPOS.
Modify Order	Modify Order use case is used to modify the R&PO data stored in CCPOR. The modifications are also sent to DOJ CARPOS (optional) to modify the CARPOS file if the order in the CCPOR system is in ACTIVE status.
Service Order	Service Order use case is used to add a proof of service (POS) for an existing R&PO in CCPOR. If the order exists in DOJ CARPOS then CCPOR will add (optional) the POS in CARPOS.
Cancel Order	The Cancel Order use case is used to cancel R&PO in CCPOR. The orders can be cancelled for various reasons such as the order is terminated by the court, it was entered by error or the restrained person is deceased. CCPOR system sends (optional) a Cancel Order message to the DOJ CARPOS.
Order Search	The Order Search use case is used to search R&PO in CCPOR system.
View/Action CARPOS Message	View/Action CARPOS Message allows the user to see all the messages/responses received from DOJ and take appropriate action based on the responses received.

Train-the-Trainer workshop (optional) provides basic training skills to those who, as part of their work assignments, may train on an occasional basis, and can gain ability to train others. The intent is for court and sheriff SMEs to learn and educate their staff on the use of CCPOR application.

Training Suite

The parameters for training staff on the use of California Courts Protective Order Registry (CCPOR) are specified. The following offerings are described:

- Course and method
- Groups
- Types of training
- Schedule
- Location
- Material
- Courses

Course & Method

AOC trainers provide training either in a classroom environment (preferred) or online, via WEBEX. It is recommended that the court and sheriff SMEs train their staff just prior to CCPOR activation. The following training will be offered in support of the project:

Training Courses

Course Name	Method 1 (Recommended)	Method 2 (optional)
CCPOR Application End User Training	Classroom: Hands-On (Interactive)	WEBEX via Internet
Train-the-Trainer Workshop (Optional)	Classroom: Hands-On (Interactive)	WEBEX via Internet

Classroom Training - Hands-On (Interactive)

Student training will be conducted in a classroom environment. In order to maximize the experience and provide the greatest opportunity for retention by the students, training will be conducted in a “near-live” environment. For the purpose of this training, a pre-production environment will be utilized in a protected mode to ensure that students are exposed to an environment as near the production system as is possible at the time.

The training facility should have personal computers available with access to the CCPOR application. Class materials will be provided.

WEBEX via Internet

The WEBEX training will be conducted via Internet. The trainer will step through the CCPOR screen shots demonstrating application functionalities. This method of training delivery limits the student from hands-on participation.

It is also recommended that the WEBEX format be used as a refresher course.

Training Groups

It is recommended that court and sheriff SMEs who are familiar with operations of restraining and protective orders (R&PO), and who have training and presentation skills be trained on functionality of the CCPOR application.

Types of Training

CCPOR Application End-User Training Course Modules

Module 1: CCPOR Query Training	This module focuses on the CCPOR search and retrieval process; conduct initial search, navigate search results, and select and retrieve an order. This module is intended for an audience with the user role “CCPOR Query Only” and “CCPOR Query Only with Sealed”. There is no data entry associated with this role.
Module 2: CCPOR Full Functionality Training	This module focuses on scan an order and search, add, draft, modify, service, and cancel an order using the CCPOR system. This training will also focuses on viewing DOJ/ CARPOS messages intended for users who are CLETS certified. This module is intended for an audience with the user role “Full Functionality” and “Full Functionality with Sealed”.
Module 3: Local Helpdesk Training	This training will be conducted for the local helpdesk of the courts who will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests; issues/error handling to the AOC CCTC Service Desk after court go-live.

Train-the-Trainer Workshop (Optional)

This workshop will provide basic training skills to those who, as part of their work assignments, train on occasional basis, and can gain in ability to train others. The intent is for court and sheriff SMEs to learn and educate their staff on the use of CCPOR application.

At the end of the workshop the SME will be able to:

- Learn basic training skills;
- Handling problem situations;
- Practice training (prepares and delivers).

Schedule

Delivery of training will be closely coordinated with the system cutover milestone so that students receive training as close as possible to the date when they will begin utilizing the system. Actual class dates are to be determined and will be based on the project schedule.

Course	Training Time	Training Method
CCPOR Query Training	2 hours	Classroom / WEBEX
CCPOR Full Functionality Training	4 hours	Classroom / WEBEX
Local Helpdesk Training	0.5 hour	Classroom / WEBEX
Train-the-Trainer Workshop (optional)	1 hour	Classroom / WEBEX

Locations

Training will be conducted at the following location:

Options	Location	Training Room
Option 1 (Recommended)	On-site at court training environment	Floor: TBD Room: TBD
Option 2	Judicial Council of California 455 Golden Gate Avenue San Francisco, CA 94102-3660	Floor: TBD Room: TBD

Materials

The CCPOR Application End User Guide will be used in all training sessions. This document contains step-by-step instructions on CCPOR functionality. The train-the-trainer workshop will also include training material.

These documents will be posted on AOC websites as follows:

For court staff with Serranus access: <http://serranus.courtinfo.ca.gov/programs/tech/ccpor/>

For viewing by anyone with Internet access: <http://www2.courtinfo.ca.gov/ccpor>

Courses & Requirements

CCPOR Application End User Training Course

Course Delivery

AOC trainers will conduct the CCPOR Application End User Training course in a hands-on training environment. Within this training environment, each student will be assigned to a computer as the instructor guides them through various aspects of CCPOR software.

Course Objectives

Upon completion, the SME will gain a working understanding of the following: (1) the CCPOR functionalities as it relates to business requirements; (2) Understand the business theory of the system; and (3) Log and report issues as detected; to assist with any troubleshooting issues.

Course Description

End-user training includes three modules;

- CCPOR Query Training
- CCPOR Full Functionality Training; and
- Local Helpdesk Training

This course has three modules:

Module 1: This module focuses on the CCPOR search and retrieval process; conduct initial search, navigate search results, and select and retrieve an order. This module is intended for an audience with the user role “CCPOR Query Only” and “CCPOR Query Only with Sealed”. There is no data entry associated with this role

Module 2: This module focuses on scan an order and search, add, draft, modify, service, and cancel an order using the CCPOR system. This training will also focuses on viewing DOJ/CARPOS messages intended for users who are CLETS certified. This module is intended for an audience with the user role “Full Functionality” and “Full Functionality with Sealed”.

Module 3: This training will be conducted for the local helpdesk of the courts who will be involved in court and user profile setup, manage reporting requirements and are authorized to report CCPOR requests; issues/error handling to the AOC CCTC Service Desk after court go-live.

Note: One or more SMEs can be trained on all three modules accordingly.

Course Prerequisites

The following are prerequisites for students participating in this training course. Prior to attending this course, the student should have a basic understanding of the following applications/systems:

1. Microsoft Windows 2000 or higher
2. Microsoft Internet Explorer
3. Restraining and Protective Order (R&PO) Processing
4. California Law Enforcement Telecommunications System (CLETS)

Course Outline

The following topics will be discussed in respective course modules:

Course: CCPOR Application End User Training		Topics covered in modules		
		1	2	3
1	Introduction a. General Concepts b. Overview	✓	✓	✓
2	Accessing CCPOR a. The CCPOR Login Screen b. The CCPOR Main Menu	✓	✓	
3	Scan Order a. Scan an Order b. Save an Order		✓	
4	Search Order a. Search an Order c. View Order Details	✓	✓	
5	Add/Draft an Order a. Quick Attach/Search an Order b. Order Core Information c. Order Details d. Restrained Person Information e. Protective Person Information f. Proof of Service g. Attach an Image h. Save Order as Draft i. Submit an Order		✓	
6	Modify an Order a. R&PO Order Information b. Restrained Person Information c. Protected Person Information d. Proof of Service j. Attach an Image		✓	
7	Service an Order a. Add Service Information b. Modify Service Information c. Cancel Service Information		✓	
8	Cancel an Order a. Cancel Order Information b. View Order Status		✓	
9	View/Action CARPOS Message a. Accessing the Message Window b. Elements of the Message Window		✓	
10	Helpdesk Items a. CCPOR court & user profile setup b. Basic Reporting			✓
11	Reporting CCPOR Error Handling Process a. Process & Procedures			✓

Train-the-Trainer Workshop (Optional)

Course Delivery

AOC trainers will conduct the CCPOR Train-the-Trainer Workshop in a hands-on training environment. Each student will be assigned to a computer as the instructor guides them through developing presentation skills.

Course Objectives

Upon completion, the SME will gain a working understanding of the following: (1) Adult learning principles; (2) Utilizing effective presentation skills; and (3) Preparing and delivering the CCPOR Application End User Training.

Course Description

At the end of the workshop the SME will be able to:

- Learn Basic Training Skills
- Handling Problem Situations
- Practice Training (Prepare & Deliver)

Course Prerequisites

The following are prerequisites for students participating in this workshop. Prior to attending this course, the student should have a basic understanding of the following applications/systems:

1. Microsoft Windows 2000 or higher
2. Microsoft Internet Explorer
3. Restraining and Protective Order (R&PO) Processing
4. Some familiarity with training and presentation skills.

Course Outline

The following topics will be discussed in respective course modules:

Course: Train-the-Trainer Workshop	
1	Training and Presentation Skills <ol style="list-style-type: none">a. Introductionsb. Preparationsc. Effective Training Skillsd. Handling Problem Situationse. Practice Trainingf. Lessons Learned